



**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER**

KENNETH HAHN HALL OF ADMINISTRATION  
500 WEST TEMPLE STREET, ROOM 525  
LOS ANGELES, CALIFORNIA 90012-2766  
PHONE: (213) 974-8301 FAX: (213) 626-5427

J. TYLER McCAULEY  
AUDITOR-CONTROLLER

May 31, 2007

TO: Supervisor Zev Yaroslavsky, Chairman  
Supervisor Gloria Molina  
Supervisor Yvonne B. Burke  
Supervisor Don Knabe  
Michael D. Antonovich

FROM: J. Tyler McCauley *for*  
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – PENNY LANE  
GROUP HOMES, INCORPORATED, MAIN SITE AND SATELLITES  
1 - 8 GROUP HOMES**

We have completed a review of Main Site and Satellites 1 - 8 Group Homes (Group Home or Agency) operated by Penny Lane Group Homes, Incorporated. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Main Site Group Home is a 50-bed facility, which provides care for girls ages 12-18 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Main Site was providing services for two DCFS children and forty-two Probation children.

Satellite 1, Satellite 2 and Satellite 6 Group Homes are each six-bed facilities, which provide care for girls ages 12-18 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Satellite 1 was providing services for six probation children. Satellite 2 was providing services for three DCFS and three Probation children. Satellite 6 was providing services for two DCFS and three Probation children.

Satellite 3, Satellite 4, Satellite 5, Satellite 7 and Satellite 8 Group Homes are each six-bed facilities, which provide care for boys ages 12-18 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Satellite 3 was providing services for three Probation children. Satellite 4 was providing services for one DCFS child and four Probation children. Satellite 5 was providing services for six

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Probation children. Satellite 7 and Satellite 8 were each providing services for one DCFS child and five Probation children.

Main Site, Satellites 1, 2, 3, 4, 5, 7 and 8 Group Homes are located in the Third District.

Satellite 6 Group Home is located in the Fifth District.

### **Scope of Review**

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

### **Summary of Findings**

Generally, the Agency is providing the services as outlined in their Program Statement. The Agency needs to ensure that Main Site, Satellite 2, Satellite 5 and Satellite 8 Group Homes maintain current court authorizations for all children taking psychotropic medications.

Attached is a detailed report of the review.

### **Review of Report**

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Mike Pirolo at (626) 293-1110.

JTM:MP:CC:asl

Attachments

c: David E. Janssen, Chief Administrative Officer  
Patricia S. Ploehn, Director, DCFS  
Robert B. Taylor, Chief Probation Officer  
Eve Markovitz, Executive Director, Penny Lane  
Public Information Office  
Audit Committee

Penny Lane  
Main Site Group Home  
15302 Rayen Street  
North Hills, California 91343  
Phone: (818) 892-3423  
License Number: 191202002  
Rate Classification Level: 12

## **I. Facility and Environment**

### **Method of assessment – Observation**

#### **Comments:**

Main Site Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

### **Recommendations**

**There are no recommendations for this section.**

## **II. Program Services**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size: Ten**

**Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive, and include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

**Recommendations**

There are no recommendations for this section.

**III. Educational and Emancipation Services****Method of assessment – Review of relevant documents and interviews**

**Sample size: Ten**

**Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

**Recommendations**

There are no recommendations for this section.

**IV. Recreation and Activities****Method of assessment – Review of relevant documents and interviews**

**Sample size: Ten**

**Comments:**

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities.

Children also participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

### **Recommendations**

**There are no recommendations for this section.**

## **V. Psychotropic Medication**

### **Method of assessment – Review of relevant documents**

#### **Comments:**

Documentation confirms that children are routinely seen by the prescribing psychiatrist. However, not all of the children have current court authorizations for the psychotropic medications they are taking.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

### **Recommendation**

- 1. Penny Lane management maintain current court authorizations for all children taking psychotropic medications.**

## **VI. Personal Rights**

### **Method of assessment –Interviews with children**

**Sample size: Ten**

#### **Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

**Recommendations**

**There are no recommendations for this section.**

**VII. Clothing and Allowance**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Ten**

**Comments:**

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

**Recommendations**

**There are no recommendations for this section.**

Penny Lane  
Satellite 1 Group Home  
9723 Burnet Avenue  
North Hills, California 91343  
Phone: (818) 892-3423  
License Number: 191202003  
Rate Classification Level: 12

## **I. Facility and Environment**

### **Method of assessment – Observation**

#### **Comments:**

Satellite 1 Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

### **Recommendations**

**There are no recommendations for this section.**

## **II. Program Services**

### **Method of assessment – Review of relevant documents and interviews**



**Sample size: Two****Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive, and include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

**Recommendations**

There are no recommendations for this section.

**III. Educational and Emancipation Services****Method of assessment – Review of relevant documents and interviews****Sample size: Two****Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

**Recommendations**

There are no recommendations for this section.

**IV. Recreation and Activities****Method of assessment – Review of relevant documents and interviews****Sample size: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

**Recommendations**

**There are no recommendations for this section.**

**V. Psychotropic Medication****Method of assessment – Review of relevant documents****Comments:**

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

**Recommendations**

**There are no recommendations for this section.**

**VI. Personal Rights****Method of assessment –Interviews with children**

**Sample size: Two**

**Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

**Recommendations**

**There are no recommendations for this section.**

**VII. Clothing and Allowance**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

**Recommendations**

**There are no recommendations for this section.**

Penny Lane  
Satellite 2 Group Home  
16656 Nordhoff Street  
North Hills, California 91343  
Phone: (818) 892-3423  
License Number: 191221881  
Rate Classification Level: 12

## **I. Facility and Environment**

### **Method of assessment – Observation**

#### **Comments:**

Satellite 2 Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

### **Recommendations**

**There are no recommendations for this section.**

## **II. Program Services**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive, and include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

**Recommendations**

There are no recommendations for this section.

**III. Educational and Emancipation Services****Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

**Recommendations**

There are no recommendations for this section.

**IV. Recreation and Activities****Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities.

Children also participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

### **Recommendations**

**There are no recommendations for this section.**

## **V. Psychotropic Medication**

### **Method of assessment – Review of relevant documents**

#### **Comments:**

Documentation confirms that children are routinely seen by the prescribing psychiatrist. However, not all of the children have current court authorizations for the psychotropic medications they are taking.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

### **Recommendation**

- 1. Penny Lane management maintain current court authorizations for all children taking psychotropic medications.**

## **VI. Personal Rights**

### **Method of assessment –Interviews with children**

#### **Sample size: Two**

#### **Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

**Recommendations**

**There are no recommendations for this section.**

**VII. Clothing and Allowance**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

**Recommendations**

**There are no recommendations for this section.**

Penny Lane  
Satellite 3 Group Home  
13804 Osborne Street  
Arleta, California 91331  
Phone: (818) 892-3423  
License Number: 191290246  
Rate Classification Level: 12

## **I. Facility and Environment**

### **Method of assessment – Observation**

#### **Comments:**

Satellite 3 Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

### **Recommendations**

**There are no recommendations for this section.**

## **II. Program Services**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**



**Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive, and include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

**Recommendations**

There are no recommendations for this section.

**III. Educational and Emancipation Services****Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

**Recommendations**

There are no recommendations for this section.

**IV. Recreation and Activities****Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities.

Children also participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

### **Recommendations**

**There are no recommendations for this section.**

## **V. Psychotropic Medication**

### **Method of assessment – Review of relevant documents**

#### **Comments:**

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

### **Recommendations**

**There are no recommendations for this section.**

## **VI. Personal Rights**

### **Method of assessment –Interviews with children**

#### **Sample size: Two**

#### **Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

**Recommendations**

**There are no recommendations for this section.**

**VII. Clothing and Allowance**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

**Recommendations**

**There are no recommendations for this section.**

Penny Lane  
Satellite 4 Group Home  
8616 Val Jean Avenue  
North Hills, California 91343  
Phone: (818) 892-3423  
License Number: 197605935  
Rate Classification Level: 12

## **I. Facility and Environment**

### **Method of assessment – Observation**

#### **Comments:**

Satellite 4 Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

### **Recommendations**

**There are no recommendations for this section.**

## **II. Program Services**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive, and include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

**Recommendations**

There are no recommendations for this section.

**III. Educational and Emancipation Services****Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

**Recommendations**

There are no recommendations for this section.

**IV. Recreation and Activities****Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities.

Children also participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

### **Recommendations**

**There are no recommendations for this section.**

## **V. Psychotropic Medication**

### **Method of assessment – Review of relevant documents**

#### **Comments:**

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

### **Recommendations**

**There are no recommendations for this section.**

## **VI. Personal Rights**

### **Method of assessment –Interviews with children**

#### **Sample size: Two**

#### **Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

**Recommendations**

**There are no recommendations for this section.**

**VII. Clothing and Allowance**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

**Recommendations**

**There are no recommendations for this section.**

Penny Lane  
Satellite 5 Group Home  
8806 Haskell Avenue  
North Hills, California 91343  
Phone: (818) 892-3423  
License Number: 191221975  
Rate Classification Level: 12

## **I. Facility and Environment**

### **Method of assessment – Observation**

#### **Comments:**

Satellite 5 Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

### **Recommendations**

**There are no recommendations for this section.**

## **II. Program Services**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**



**Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive, and include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

**Recommendations**

There are no recommendations for this section.

**III. Educational and Emancipation Services****Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

**Recommendations**

There are no recommendations for this section.

**IV. Recreation and Activities****Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities.

Children also participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

### **Recommendations**

**There are no recommendations for this section.**

## **V. Psychotropic Medication**

### **Method of assessment – Review of relevant documents**

#### **Comments:**

Documentation confirms that children are routinely seen by the prescribing psychiatrist. However, not all of the children have current court authorizations for the psychotropic medications they are taking.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

### **Recommendation**

- 1. Penny Lane management maintain current court authorizations for all children taking psychotropic medications.**

## **VI. Personal Rights**

### **Method of assessment –Interviews with children**

#### **Sample size: Two**

#### **Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

### **Recommendations**

**There are no recommendations for this section.**

## **VII. Clothing and Allowance**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

### **Comments:**

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

### **Recommendations**

**There are no recommendations for this section.**

Penny Lane  
Satellite 6 Group Home  
11641 Balboa Boulevard  
Granada Hills, California 91344  
Phone: (818) 892-3423  
License Number: 191220837  
Rate Classification Level: 12

## **I. Facility and Environment**

### **Method of assessment – Observation**

#### **Comments:**

Satellite 6 Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

### **Recommendations**

**There are no recommendations for this section.**

## **II. Program Services**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive, and include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

**Recommendations**

There are no recommendations for this section.

**III. Educational and Emancipation Services****Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

**Recommendations**

There are no recommendations for this section.

**IV. Recreation and Activities****Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities.

Children also participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

### **Recommendations**

**There are no recommendations for this section.**

## **V. Psychotropic Medication**

### **Method of assessment – Review of relevant documents**

#### **Comments:**

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

### **Recommendations**

**There are no recommendations for this section.**

## **VI. Personal Rights**

### **Method of assessment –Interviews with children**

#### **Sample size: Two**

#### **Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

**Recommendations**

**There are no recommendations for this section.**

**VII. Clothing and Allowance**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

**Recommendations**

**There are no recommendations for this section.**

**Penny Lane  
Satellite 7 Group Home  
9630 Wilbur Avenue  
Northridge, California Northridge  
Phone: (818) 892-3423  
License Number: 191220863  
Rate Classification Level: 12**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

Satellite 7 Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

**Recommendations**

**There are no recommendations for this section.**

**II. Program Services**

**Method of assessment – Review of relevant documents and interviews**



**Sample size: Two****Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive, and include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

**Recommendations**

There are no recommendations for this section.

**III. Educational and Emancipation Services****Method of assessment – Review of relevant documents and interviews****Sample size: Two****Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

**Recommendations**

There are no recommendations for this section.

**IV. Recreation and Activities****Method of assessment – Review of relevant documents and interviews****Sample size: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

**Recommendations**

**There are no recommendations for this section.**

**V. Psychotropic Medication****Method of assessment – Review of relevant documents****Comments:**

According to the Agency's management, there are currently no children taking psychotropic medications. This information is appropriately documented.

Children are aware of their right to refuse medication.

**Recommendations**

**There are no recommendations for this section.**

**VI. Personal Rights****Method of assessment –Interviews with children**

**Sample size: Two**

**Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

**Recommendations**

**There are no recommendations for this section.**

**VII. Clothing and Allowance**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

**Recommendations**

**There are no recommendations for this section.**

Penny Lane  
Satellite 8 Group Home  
11641 Balboa Boulevard  
Granada Hills, California 91344  
Phone: (818) 892-3423  
License Number: 191220837  
Rate Classification Level: 12

## **I. Facility and Environment**

### **Method of assessment – Observation**

#### **Comments:**

Satellite 8 Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

### **Recommendations**

**There are no recommendations for this section.**

## **II. Program Services**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive, and include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

**Recommendations**

There are no recommendations for this section.

**III. Educational and Emancipation Services****Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

**Recommendations**

There are no recommendations for this section.

**IV. Recreation and Activities****Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities.

Children also participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

### **Recommendations**

**There are no recommendations for this section.**

## **V. Psychotropic Medication**

### **Method of assessment – Review of relevant documents**

#### **Comments:**

Documentation confirms that children are routinely seen by the prescribing psychiatrist. However, not all of the children have current court authorizations for the psychotropic medications they are taking.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

### **Recommendation**

- 1. Penny Lane management maintain current court authorizations for all children taking psychotropic medications.**

## **VI. Personal Rights**

### **Method of assessment –Interviews with children**

#### **Sample size: Two**

#### **Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

**Recommendations**

**There are no recommendations for this section.**

**VII. Clothing and Allowance**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

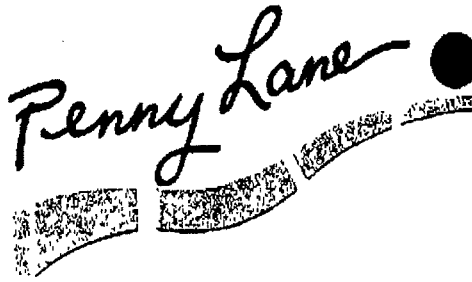
The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

**Recommendations**

**There are no recommendations for this section.**



April 9, 2007

Candace Rhue, Group Home Audit Supervisor  
Department of Auditor-Controller, Kenneth Hahn Hall of Administration  
500 W. Temple St. Room 515-A  
Los Angeles, Ca. 90012  
(213) 974-4224 phone  
(213) 346-9020 fax

Dear Ms. Rhue,

The following is Penny Lane's corrective action plan (CAP) in response to the final draft program audit report faxed to Penny Lane on April 3, 2007.

Penny Lane Main Facility Group Home

**Deficiency:** Not all of the children have current court authorizations for the psychotropic medications they are taking.

**Recommendation:** Penny Lane management obtain and maintain current court authorizations for all children taking psychotropic medications.

**CAP:** Penny Lane's management has implemented a tracking measure to ensure that we obtain and maintain current court authorizations. The Psychotropic Medication Authorization Tracking Procedure is as follows:

To ensure Psychotropic Medications Authorizations (PMAs) will not be rejected due to missing information and therefore delaying the authorization, the following information will be verified by the Medication Support Secretary before faxing: 1) name, medication and dosage 2) form includes doctor's signature and date.

Once the psychotropic medication authorization has been faxed and the confirmation page has been received by the Medication Support Secretary, the PMA's information will be logged in an Excel spreadsheet by the Medication Support Secretary for tracking purposes.

When the psychotropic authorizations are faxed back from the courts, we will verify that the psychotropic authorization has been assigned a log number, has been granted, and signed by the judge. We will keep track of completed PMAs in an Excel spreadsheet and mark as received.

If the processing period of 10 business days has expired and we have not received a response, a phone call will be placed by Medication Support Secretary to the psychotropic medication authorization desk, followed by a letter and a copy of the original PMA, as well as a copy of our fax confirmation page. If not received within 15 days, the LVN/Medication Support Coordinator will contact the Probation/Dependency desk supervisor directly.

15317 Rayen Street North Hills, California 91343  
[www.pennylane.org](http://www.pennylane.org)



Follow ups will be done every Tuesday and Friday, by the Medication Support Secretary and supervised by LVN/Medication Support Coordinator.

**Implementation:** Penny Lane implemented the above CAP on March 21, 2007.

**Prevention of deficiency re-occurrence:** Penny Lane plans to ensure that this deficiency will not occur again in the future through the development of specific job duties added to both Medication Coordinator and Medication Support Secretary job descriptions. The Medication Coordinator and LVN/Medication Support Coordinator are responsible for implementing the CAP and the Clinical Quality Improvement Supervisor is responsible for monitoring on a monthly basis to ensure that the corrective action remains implemented and is working as intended.

#### Penny Lane Satellite 2 Group Home

**Deficiency:** Not all of the children have current court authorizations for the psychotropic medications they are taking.

**Recommendation:** Penny Lane management obtain and maintain current court authorizations for all children taking psychotropic medications.

**CAP:** Penny Lane's management has implemented a tracking measure to ensure that we obtain and maintain current court authorizations. The Psychotropic Medication Authorization Tracking Procedure is as follows:

To ensure Psychotropic Medications Authorizations (PMAs) will not be rejected due to missing information and therefore delaying the authorization, the following information will be verified by the Medication Support Secretary before faxing: 1) name, medication and dosage 2) form includes doctor's signature and date.

Once the psychotropic medication authorization has been faxed and the confirmation page has been received by the Medication Support Secretary, the PMA's information will be logged in an Excel spreadsheet by the Medication Support Secretary for tracking purposes.

When the psychotropic authorizations are faxed back from the courts, we will verify that the psychotropic authorization has been assigned a log number, has been granted, and signed by the judge. We will keep track of completed PMAs in an Excel spreadsheet and mark as received.

If the processing period of 10 business days has expired and we have not received a response, a phone call will be placed by Medication Support Secretary to the psychotropic medication authorization desk, followed by a letter and a copy of the original PMA, as well as a copy of our fax confirmation page. If not received within 15 days, the LVN/Medication Support Coordinator will contact the Probation/Dependency desk supervisor directly.

Follow ups will be done every Tuesday and Friday, by the Medication Support Secretary and supervised by LVN/Medication Support Coordinator.

**Implementation:** Penny Lane implemented the above CAP on March 21, 2007.

**Prevention of deficiency re-occurrence:** Penny Lane plans to ensure that this deficiency will not occur again in the future through the development of specific job duties added to both Medication Coordinator and Medication Support Secretary job descriptions. The Medication Coordinator and LVN/Medication Support Coordinator are responsible for implementing the CAP and the Clinical Quality Improvement Supervisor is responsible for monitoring on a monthly basis to ensure that the corrective action remains implemented and is working as intended.

#### Penny Lane Satellite 5 Group Home

**Deficiency:** Not all of the children have current court authorizations for the psychotropic medications they are taking.

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www.pennylane.org

**Recommendation:** Penny Lane management obtain and maintain current court authorizations for all children taking psychotropic medications.

**CAP:** Penny Lane's management has implemented a tracking measure to ensure that we obtain and maintain current court authorizations. The Psychotropic Medication Authorization Tracking Procedure is as follows:

To ensure Psychotropic Medications Authorizations (PMAs) will not be rejected due to missing information and therefore delaying the authorization, the following information will be verified by the Medication Support Secretary before faxing: 1) name, medication and dosage 2) form includes doctor's signature and date.

Once the psychotropic medication authorization has been faxed and the confirmation page has been received by the Medication Support Secretary, the PMA's information will be logged in an Excel spreadsheet by the Medication Support Secretary for tracking purposes.

When the psychotropic authorizations are faxed back from the courts, we will verify that the psychotropic authorization has been assigned a log number, has been granted, and signed by the judge. We will keep track of completed PMAs in an Excel spreadsheet and mark as received.

If the processing period of 10 business days has expired and we have not received a response, a phone call will be placed by Medication Support Secretary to the psychotropic medication authorization desk, followed by a letter and a copy of the original PMA, as well as a copy of our fax confirmation page. If not received within 15 days, the LVN/Medication Support Coordinator will contact the Probation/Dependency desk supervisor directly.

Follow ups will be done every Tuesday and Friday, by the Medication Support Secretary and supervised by LVN/Medication Support Coordinator.

**Implementation:** Penny Lane implemented the above CAP on March 21, 2007.

**Prevention of deficiency re-occurrence:** Penny Lane plans to ensure that this deficiency will not occur again in the future through the development of specific job duties added to both Medication Coordinator and Medication Support Secretary job descriptions. The Medication Coordinator and LVN/Medication Support Coordinator are responsible for implementing the CAP and the Clinical Quality Improvement Supervisor is responsible for monitoring on a monthly basis to ensure that the corrective action remains implemented and is working as intended.

#### Penny Lane Satellite 8 Group Home

**Deficiency:** Not all of the children have current court authorizations for the psychotropic medications they are taking.

**Recommendation:** Penny Lane management obtain and maintain current court authorizations for all children taking psychotropic medications.

**CAP:** Penny Lane's management has implemented a tracking measure to ensure that we obtain and maintain current court authorizations. The Psychotropic Medication Authorization Tracking Procedure is as follows:

To ensure Psychotropic Medications Authorizations (PMAs) will not be rejected due to missing information and therefore delaying the authorization, the following information will be verified by the Medication Support Secretary before faxing: 1) name, medication and dosage 2) form includes doctor's signature and date.

Once the psychotropic medication authorization has been faxed and the confirmation page has been received by the Medication Support Secretary, the PMA's information will be logged in an Excel spreadsheet by the Medication Support Secretary for tracking purposes.

15317 Rayen Street North Hills, California 91343  
www.pennylane.org

When the psychotropic authorizations are faxed back from the courts, we will verify that the psychotropic authorization has been assigned a log number, has been granted, and signed by the judge. We will keep track of completed PMAs in an Excel spreadsheet and mark as received.

If the processing period of 10 business days has expired and we have not received a response, a phone call will be placed by Medication Support Secretary to the psychotropic medication authorization desk, followed by a letter and a copy of the original PMA, as well as a copy of our fax confirmation page. If not received within 15 days, the LVN/Medication Support Coordinator will contact the Probation/Dependency desk supervisor directly.

Follow ups will be done every Tuesday and Friday, by the Medication Support Secretary and supervised by LVN/Medication Support Coordinator.

**Implementation:** Penny Lane implemented the above CAP on March 21, 2007.

**Prevention of deficiency re-occurrence:** Penny Lane plans to ensure that this deficiency will not occur again in the future through the development of specific job duties added to both Medication Coordinator and Medication Support Secretary job descriptions. The Medication Coordinator and LVN/Medication Support Coordinator are responsible for implementing the CAP and the Clinical Quality Improvement Supervisor is responsible for monitoring on a monthly basis to ensure that the corrective action remains implemented and is working as intended.

Please feel free to contact me with any questions. It is a pleasure working with Alex Sigal-Liberman.

Sincerely,



Wendy Carpenter, MA  
Associate Director  
Penny Lane Centers  
(818) 892-3423 phone  
[wendy@pennylane.org](mailto:wendy@pennylane.org)

15317 Rayen Street North Hills, California 91343  
[www.pennylane.org](http://www.pennylane.org)